



## **Operational Status Report**

### *Kentucky MMIS Project*

*Cabinet for Health and Family Services  
Department for Medicaid Services*

Status Month End November 2014

### **Cabinet for Health and Family Services Department for Medicaid Services**

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## 1 Executive Summary

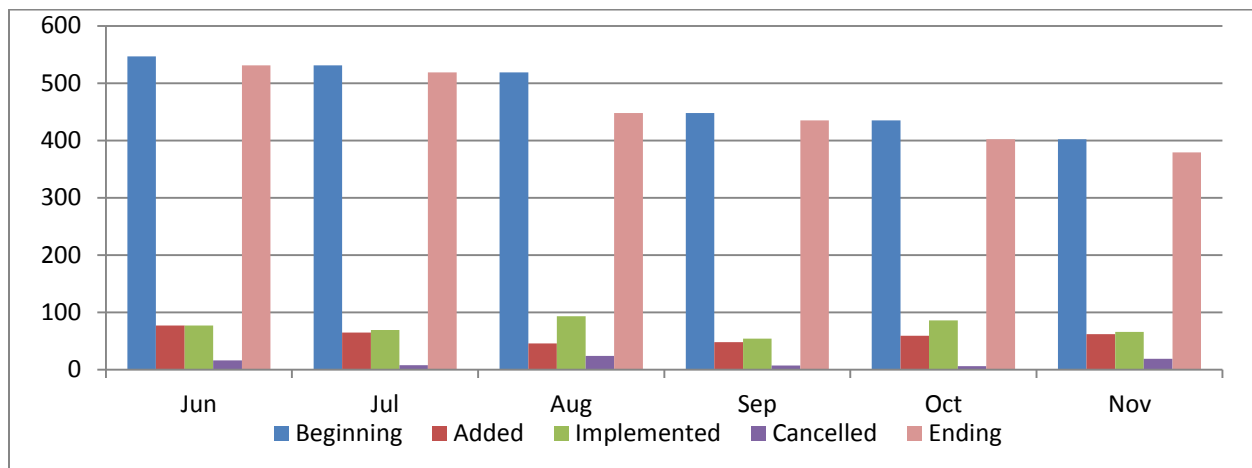
	November	Page Number
Claims Processed	858,898	Page 28
Total Dollars Paid	\$201,698,555.45	Page 28
Claims Paid	609,516	Page 28
Claims Denied	249,382	Page 28
% Denied Claims	29.0%	Page 28
Average Claims Held in Cash Management	288,179	N/A
Average Dollars Held in Cash Management	\$46,543,652.85	N/A
Capitation Financial Transactions	2,386,182	N/A
Capitation Financial Payments	\$546,124,186.21	Page 28
Suspended Claims	9,695	Page 28
Total Suspended Claims > 90 Days	341	Page 35
Provider Services Calls Received	8,736	Page 41
Provider Services Current Service Level %	95%	Page 41

## 1.1 Encounter Load Statistics

Managed Care Organizations (MCOs)						
	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Coventry	866,971	867,227	1,099,922	1,033,568	973,889	1,136,940
Humana	187,024	223,588	348,051	263,156	265,849	469,024
Kentucky Spirit	2,393	989	5,626	3,502	2,817	457
Passport (R03)	824	1,254	1,656	1,841	612	4,026
Passport R31	653,151	680,635	990,960	1,072,201	811,239	1,130,343
WellCare	1,410,418	1,246,391	2,134,101	1,860,303	1,308,988	1,756,066
Anthem	69,320	102,637	214,784	114,664	437,792	240,847
Other						
Transportation Encounters	435,896	621,689	0	213,487	179,559	426,804
Magellan Pharmacy Claims	266,271	269,045	276,667	217,315	289,139	284,683
Totals	3,892,268	4,013,455	5,071,767	4,780,037	4,269,884	5,449,190

## 1.2 Change Order and Defect Statistics

Change Orders / Defects Inventory	June	July	Aug	Sept	Oct	Nov
Beginning	547	531	519	448	435	402
Added	77	65	46	48	59	62
Implemented	77	69	93	54	86	66
Cancelled	16	8	24	7	6	19
<b>Ending</b>	<b>531</b>	<b>519</b>	<b>448</b>	<b>435</b>	<b>402</b>	<b>379</b>



**1.2 Change Order and Defect Statistics (continued)**

November 2014	Change Orders		Defects		Total	Comments
	Open	On Hold	Open	On Hold		
DMS Priority	50	55	6	1	112	
Federally Mandated	12	1	0	0	13	5 open and 1 on hold are included in the Priority list.
Non-Priority	154	8	92	0	254	
<b>Totals</b>	<b>216</b>	<b>64</b>	<b>98</b>	<b>1</b>	<b>379</b>	Total includes 4 ICD-10 and T-MSIS CO's

\*The priority list consists of 118 Change Orders & Defects.

	Change Orders			Defects		
November 2014	Added	Implemented	Cancelled	Added	Implemented	Cancelled
DMS Priority	29	42	7	5	2	0
Federally Mandated	0	1	0	0	0	0
Non-Priority	11	3	2	17	18	10
<b>Totals</b>	<b>40</b>	<b>46</b>	<b>9</b>	<b>22</b>	<b>20</b>	<b>10</b>

## 2 Unplanned System Outages

A Breakdown Of The Downtime		
Date	Time	Reason For Downtime
		There were no unplanned system outages in November 2014.



## Billable Hours

**2.1 Billable Hours Usage Summary (Contract Year 2014)**

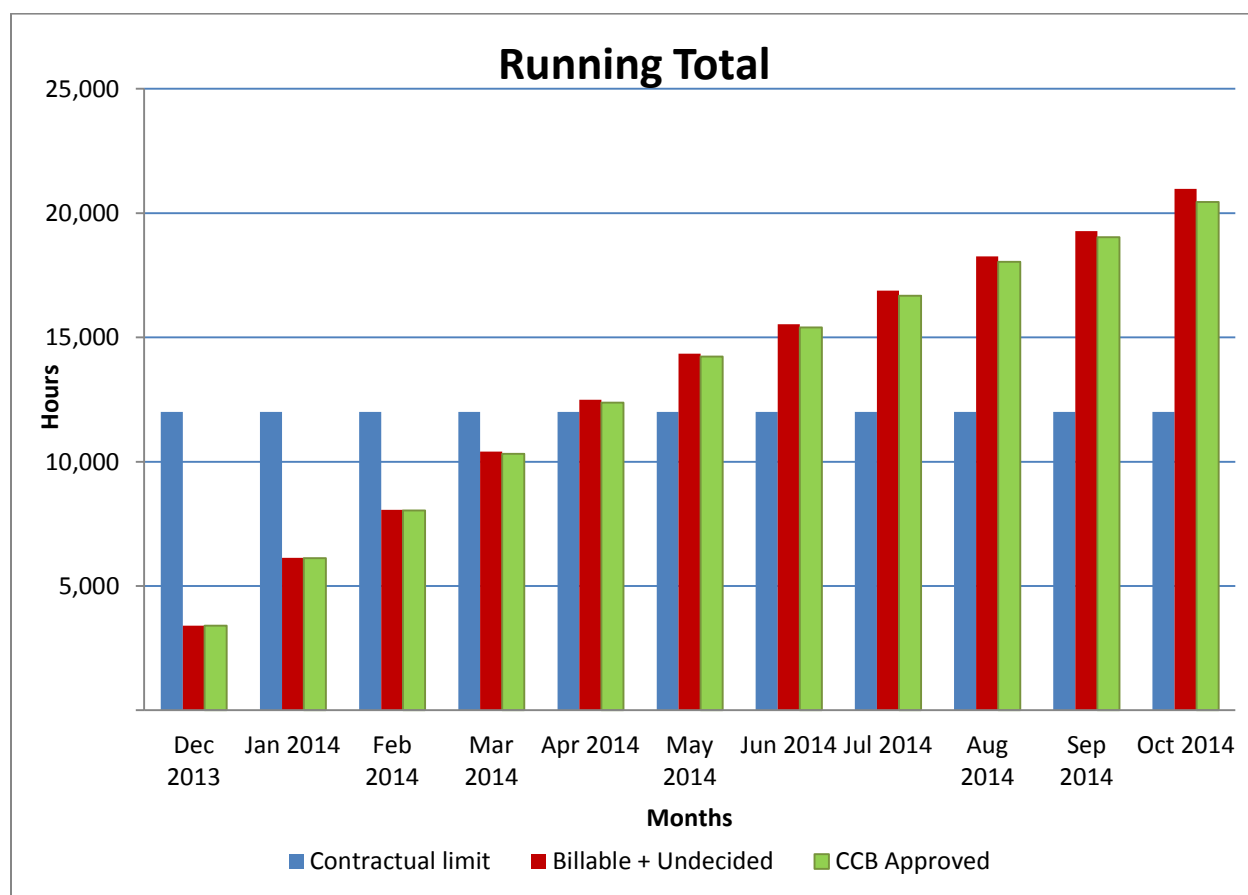
Month	Billable	Undecided	CCB Approved	Need CCB Review
Dec 2013	3,406.25	1.50	3,406.25	1.50
Jan 2014	2,714.75	10.50	2,713.50	11.75
Feb 2014	1,921.50	12.25	1,919.25	14.50
Mar 2014	2,327.50	7.00	2,279.25	55.25
Apr 2014	2,089.50	-	2,062.75	26.75
May 2014	1,848.50	12.00	1,848.50	12.00
Jun 2014	1,177.00	3.00	1,174.00	6.00
Jul 2014	1,300.75	48.50	1,278.25	71.00
Aug 2014	1,362.00	22.75	1,362.00	22.75
Sep 2014	992.25	23.25	991.25	24.25
Oct 2014	1,493.50	202.75	1,406.75	289.50
Nov 2014				

\* Each month's time entry is finalized on the 22nd day of the following month.

## 2.2 Running Total (Contract Year 2014)

Month	Contractual limit	Billable + Undecided	CCB Approved	Billable	Undecided	Need CCB Review
Dec 2013	12,000.00	3,407.75	3,406.25	3,406.25	1.50	1.50
Jan 2014	12,000.00	6,133.00	6,119.75	6,121.00	12.00	13.25
Feb 2014	12,000.00	8,066.75	8,039.00	8,042.50	24.25	27.75
Mar 2014	12,000.00	10,401.25	10,318.25	10,370.00	31.25	83.00
Apr 2014	12,000.00	12,490.75	12,381.00	12,459.50	31.25	109.75
May 2014	12,000.00	14,351.25	14,229.50	14,308.00	43.25	121.75
Jun 2014	12,000.00	15,531.25	15,403.50	15,485.00	46.25	127.75
Jul 2014	12,000.00	16,880.50	16,681.75	16,785.75	94.75	198.75
Aug 2014	12,000.00	18,265.25	18,043.75	18,147.75	117.50	221.50
Sep 2014	12,000.00	19,280.75	19,035.00	19,140.00	140.75	245.75
Oct 2014	12,000.00	20,977.00	20,441.75	20,633.50	343.50	535.25
Nov 2014						

\* Each month's time entry is finalized on the 22nd day of the following month.



### 3 Monthly Ad hoc Requests

#### 3.1 Inventory Summary

	Beginning of Month	Received This Month	Closed This Month	DMS Hold	Ending Inventory
Type A	0	0	0	0	0
Type B	0	0	0	0	0
Type C	0	42	37	0	3
Type D	0	0	0	0	0
Type E	0	0	0	0	0
Unspecified	17	82	101	0	0
Total	17	124	138	0	3

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

Type E – Emergency reports completed correctly within two (2) hours of submitted request.

#### 3.2 Inventory Detail

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
23342		May, Wilma	Completed	20141030	20141103	MFP Template
23343		May, Wilma	Completed	20141030	20141103	MFP Template
23344		May, Wilma	Completed	20141030	20141103	MFP Template

23345		May, Wilma	Completed	20141030	20141103	MFP Template
23346		May, Wilma	Completed	20141030	20141103	MFP Template
23347		May, Wilma	Completed	20141030	20141103	MFP Template
23348		May, Wilma	Completed	20141030	20141103	MFP Template
23349		May, Wilma	Completed	20141030	20141103	MFP Template
23350		May, Wilma	Completed	20141030	20141103	MFP Template
23351		May, Wilma	Completed	20141030	20141104	MFP Template
23352		May, Wilma	Completed	20141030	20141104	MFP Template
23353		May, Wilma	Completed	20141030	20141104	MFP Template
23354		May, Wilma	Completed	20141030	20141104	MFP Template
23355		May, Wilma	Completed	20141030	20141104	MFP Template

23358		May, Wilma	Completed	20141030	20141104	MFP Template
23359		May, Wilma	Completed	20141030	20141104	MFP Template
23360		May, Wilma	Completed	20141030	20141104	MFP Template
23546		Owens, Stacey	Completed	20141103	20141103	PE Members without PMP assignment
23361		May, Wilma	Completed	20141104	20141105	MFP Template
23362		May, Wilma	Completed	20141104	20141105	MFP Template
23367		May, Wilma	Completed	20141104	20141105	MFP Template
23368		May, Wilma	Completed	20141104	20141105	MFP Template
23369		May, Wilma	Completed	20141104	20141106	MFP Template
23372		May, Wilma	Completed	20141104	20141106	MFP Template
23373		May, Wilma	Completed	20141104	20141106	MFP Template

23374		May, Wilma	Completed	20141104	20141106	MFP Template
23375		May, Wilma	Completed	20141104	20141106	MFP Template
23413		May, Wilma	Completed	20141104	20141106	MFP Template
23414		May, Wilma	Completed	20141104	20141106	MFP Template
23415		May, Wilma	Completed	20141104	20141107	MFP Template
23416		May, Wilma	Completed	20141104	20141106	MFP Template
23417		May, Wilma	Completed	20141104	20141107	MFP Template
23418		May, Wilma	Completed	20141104	20141107	MFP Template
23419		May, Wilma	Completed	20141104	20141107	MFP Template
23420		May, Wilma	Completed	20141104	20141107	MFP Template
23421		May, Wilma	Completed	20141104	20141110	MFP Template

23422		May, Wilma	Completed	20141104	20141110	MFP Template
23424		May, Wilma	Completed	20141104	20141110	MFP Template
23425		May, Wilma	Completed	20141104	20141110	MFP Template
23559		Keeling, Michelle	Completed	20141104	20141104	J Coursey
23560		Keeling, Michelle	Completed	20141104	20141104	J Fritz Jr
23582		McFarland, Brian	Completed	20141107	20141112	Crossover ORR
23598		Moccia, Don	Completed	20141107	20141107	MCO Risk Adjusted Rates Effective 01-Jan-2015
23626	C	Patel, Siddharth	Completed	20141107	20141110	Kaiser Commision Adhoc 2014
23628		Hoffmann, John	Completed	20141107	20141114	APA Audit of Edits and Audits
23629		Hoffmann, John	Completed	20141107	20141114	APA Audit of Edits and Audits
23377		May, Wilma	Completed	20141112	20141112	MFP Template

23379		May, Wilma	Completed	20141112	20141112	MFP Template
23380		May, Wilma	Completed	20141112	20141112	MFP Template
23381		May, Wilma	Completed	20141112	20141114	MFP Template
23382		May, Wilma	Completed	20141112	20141114	MFP Template
23383		May, Wilma	Completed	20141112	20141114	MFP Template
23384		May, Wilma	Completed	20141112	20141114	MFP Template
23385		May, Wilma	Completed	20141112	20141118	MFP Template
23387		May, Wilma	Completed	20141112	20141118	MFP Template
23388		May, Wilma	Completed	20141112	20141118	MFP Template
23389		May, Wilma	Completed	20141112	20141118	MFP Template
23391		May, Wilma	Completed	20141112	20141118	MFP Template



23392		May, Wilma	Completed	20141112	20141117	MFP Template
23394		May, Wilma	Completed	20141112	20141117	MFP Template
23395		May, Wilma	Completed	20141112	20141117	MFP Template
23396		May, Wilma	Completed	20141112	20141117	MFP Template
23397		May, Wilma	Completed	20141112	20141117	MFP Template
23398		May, Wilma	Completed	20141112	20141119	MFP Template
23649		Guice, Lee	Completed	20141112	20141113	New Adults with Waiver Services
23652		Ricks, Tammy	Completed	20141113	20141117	Long term care recipients
23653		Ricks, Tammy	Completed	20141113	20141117	Hospice recipients
23654		Ricks, Tammy	Completed	20141113	20141117	Time Limited Eligibility
23225		May, Wilma	Completed	20141118	20141119	MFP Template

23226		May, Wilma	Completed	20141118	20141119	MFP Template
23227		May, Wilma	Completed	20141118	20141119	MFP Template
23228		May, Wilma	Completed	20141118	20141119	MFP Template
23229		May, Wilma	Completed	20141118	20141119	MFP Template
23230		May, Wilma	Completed	20141118	20141119	MFP Template
23400		May, Wilma	Completed	20141118	20141119	MFP Template
23402		May, Wilma	Completed	20141118	20141119	MFP Template
23403		May, Wilma	Completed	20141118	20141119	MFP Template
23404		May, Wilma	Completed	20141118	20141119	MFP Template
23405		May, Wilma	Completed	20141118	20141119	MFP Template
23406		May, Wilma	Completed	20141118	20141119	MFP Template

23407		May, Wilma	Completed	20141118	20141119	MFP Template
23408		May, Wilma	Completed	20141118	20141119	MFP Template
23438		May, Wilma	Completed	20141118	20141119	MFP Template
23439		May, Wilma	Completed	20141118	20141119	MFP Template
23440		May, Wilma	Completed	20141118	20141119	MFP Template
23441		May, Wilma	Completed	20141118	20141119	MFP Template
23442		May, Wilma	Completed	20141118	20141119	MFP Template
23231		May, Wilma	Completed	20141119	20141120	MFP Template
23232		May, Wilma	Completed	20141119	20141120	MFP Template
23233		May, Wilma	Completed	20141119	20141120	MFP Template
23234		May, Wilma	Completed	20141119	20141120	MFP Template

23409		May, Wilma	Completed	20141119	20141120	MFP Template
23410		May, Wilma	Completed	20141119	20141120	MFP Template
23411		May, Wilma	Completed	20141119	20141120	MFP Template
23443		May, Wilma	Completed	20141119	20141120	MFP Template
23444		May, Wilma	Completed	20141119	20141125	MFP Template
23452		May, Wilma	Completed	20141119	20141125	MFP Template
23453	C	May, Wilma	In Progress	20141119	20141204	MFP Template
23692		Godshall, Kurt	Completed	20141120	20141121	ORR 14-439 Adult Day
23235	C	May, Wilma	Completed	20141121	20141125	MFP Template
23236	C	May, Wilma	Completed	20141121	20141125	MFP Template
23238	C	May, Wilma	Completed	20141121	20141125	MFP Template

23239	C	May, Wilma	Completed	20141121	20141125	MFP Template
23240	C	May, Wilma	Completed	20141121	20141125	MFP Template
23241	C	May, Wilma	Completed	20141121	20141125	MFP Template
23271		May, Wilma	Cancelled	20141121		MFP Template
23445	C	May, Wilma	Completed	20141121	20141125	MFP Template
23448	C	May, Wilma	Completed	20141121	20141126	MFP Template
23454	C	May, Wilma	Completed	20141121	20141125	MFP Template
23455	C	May, Wilma	Completed	20141121	20141125	MFP Template
23674		Bentley, Tracy	Completed	20141121	20141126	ARCH Case Management
23699	C	Wilson, Jacob	In Progress	20141124	20141204	CHC
23463	C	May, Wilma	Completed	20141125	20141125	MFP Template

23464	C	May, Wilma	Completed	20141125	20141125	MFP Template
23465	C	May, Wilma	Completed	20141125	20141125	MFP Template
23466	C	May, Wilma	Completed	20141125	20141125	MFP Template
23467	C	May, Wilma	Completed	20141125	20141125	MFP Template
23468	C	May, Wilma	Completed	20141125	20141125	MFP Template
23469	C	May, Wilma	Completed	20141125	20141125	MFP Template
23470	C	May, Wilma	Completed	20141125	20141125	MFP Template
23471	C	May, Wilma	Completed	20141125	20141125	MFP Template
23472	C	May, Wilma	Completed	20141125	20141125	MFP Template
23473	C	May, Wilma	Completed	20141125	20141125	MFP Template
23474	C	May, Wilma	Completed	20141125	20141125	MFP Template

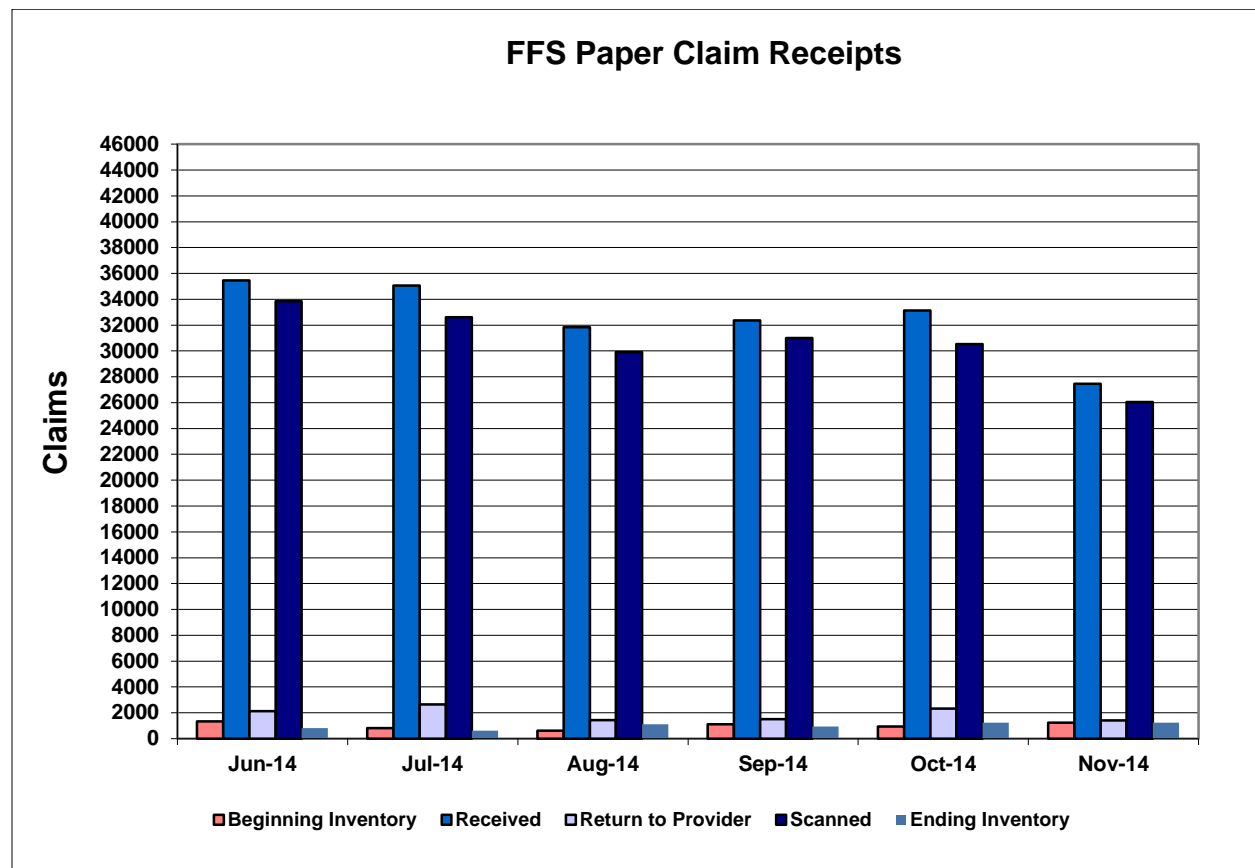
23475	C	May, Wilma	Completed	20141125	20141125	MFP Template
23476	C	May, Wilma	Completed	20141126	20141126	MFP Template
23477	C	May, Wilma	Completed	20141126	20141126	MFP Template
23478	C	May, Wilma	Completed	20141126	20141126	MFP Template
23479	C	May, Wilma	Completed	20141126	20141126	MFP Template
23480	C	May, Wilma	Completed	20141126	20141126	MFP Template
23481	C	May, Wilma	Completed	20141126	20141126	MFP Template
23482	C	May, Wilma	Completed	20141126	20141126	MFP Template
23484	C	May, Wilma	Completed	20141126	20141126	MFP Template
23485	C	May, Wilma	Completed	20141126	20141126	MFP Template
23486	C	May, Wilma	Completed	20141126	20141126	MFP Template

23487	C	May, Wilma	Completed	20141126	20141126	MFP Template
23488	C	May, Wilma	Completed	20141126	20141126	MFP Template
23718	C	McFarland, Brian	In Progress	20141126	20141203	11-25-14 Crossover ORR
23370		May, Wilma	Completed	20141107	20141107	MFP Template
23371		May, Wilma	Completed	20141107	20141107	MFP Template
23483	C	May, Wilma	Completed	20141126	20141126	MFP Template



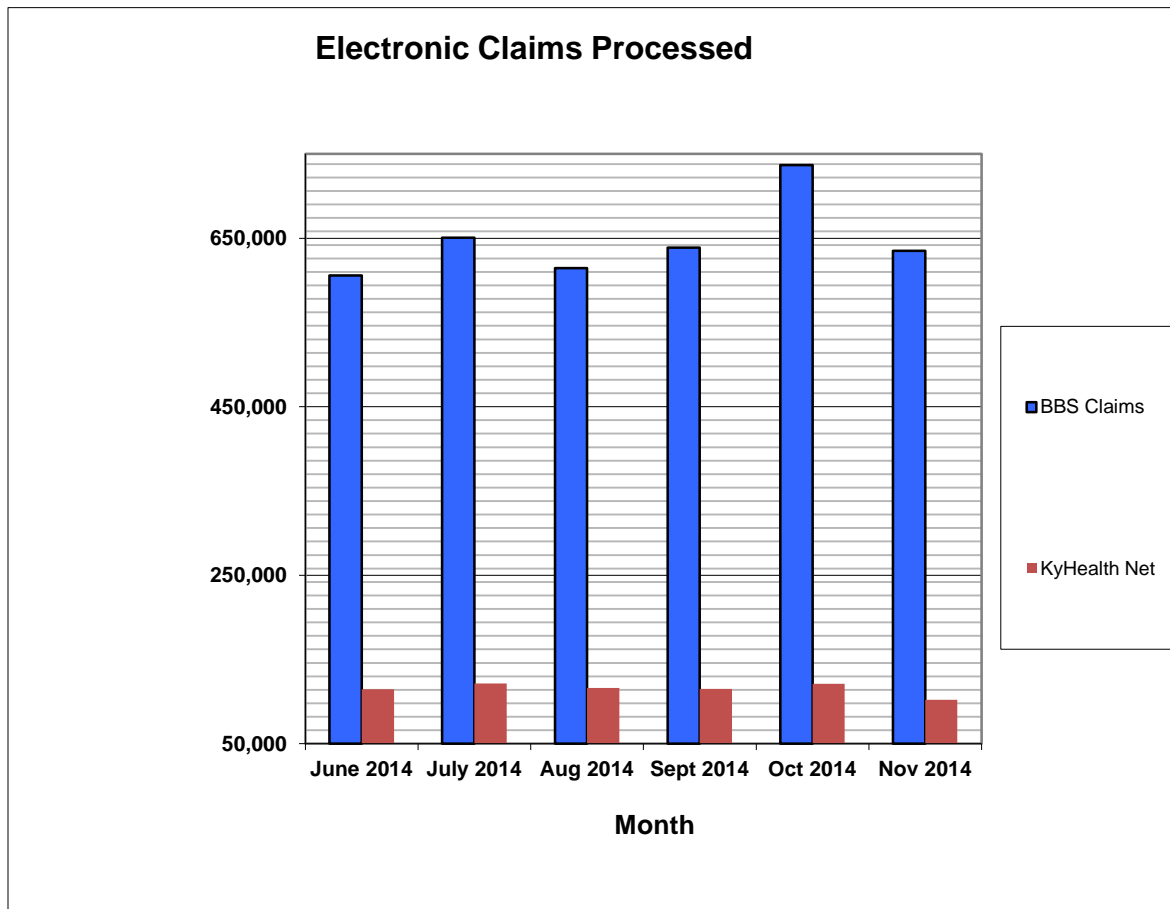
## 4 FFS Paper Claim Receipt Statistics

Mailroom	Beginning Inventory	Received	RTP	Scanned	Ending Inventory	Oldest Claim
June 2014	1,341	35,457	2,133	33,860	805	0 days
July 2014	805	35,063	2,640	32,609	619	0 days
August 2014	619	31,849	1,438	29,923	1,107	0 days
September 2014	1,107	32,353	1,507	31,010	943	0 days
October 2014	943	33,135	2,312	30,542	1,224	0 days
November 2014	1,224	27,454	1,397	26,053	1,228	0 days



## 5 Electronic Claims Processed

	Jun 2014	Jul 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
<b>Bulletin Board System Claims Processed</b>	605,684	650,446	614,672	638,809	736,835	635,194
<b>Kentucky HealthNet Claims Processed</b>	114,564	121,359	116,312	115,038	121,223	102,344



## 6 Monthly FFS Claim Totals by Media

Begin Date	End Date
11/1/2014	11/30/2014

TOTAL	Denied Claims	Paid Claims		Suspense Claims
	Billed Amount	Billed Amount	Paid Amount	Billed Amount
Electronic	\$253,865,178.90	\$516,624,365.09	\$171,155,837.45	\$8,314,799.62
Paper	\$39,589,121.12	\$32,328,387.46	\$27,424,379.79	\$8,731,124.46
TOTAL:	\$293,454,300.02	\$548,952,752.46	\$198,580,217.24	\$17,045,924.08

## 7 Monthly Claims Operations

### 7.1 FFS Monthly Financial Cycle Summary

Category	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Paid Claims	473,159	497,422	618,993	534,710	759,717	609,516
Denied Claims	248,363	239,315	294,271	239,464	308,141	249,382
<b>Total Adjudicated Claims</b>	<b>721,522</b>	<b>736,737</b>	<b>913,264</b>	<b>774,174</b>	<b>1,067,858</b>	<b>858,898</b>
Adjustments	10,092	16,223	14,636	14,099	16,867	13,036
<b>Total Claims</b>	<b>731,614</b>	<b>752,960</b>	<b>927,900</b>	<b>788,273</b>	<b>1,084,725</b>	<b>871,934</b>
Suspended/Re-suspended Claims	12,376	8,717	3,197	5,065	5,795	9,695
<b>% of Denied Claims</b>	<b>34.4%</b>	<b>32.48%</b>	<b>32.2%</b>	<b>30.9%</b>	<b>28.9%</b>	<b>29.0%</b>
<b>Avg \$ per Claim</b>	<b>\$220.46</b>	<b>\$512.68</b>	<b>\$364.97</b>	<b>\$364.19</b>	<b>\$300.36</b>	<b>\$330.92</b>
Claim Payment Amount	\$104,313,568.58	\$255,016,091.78	\$225,913,034.94	\$194,735,154.30	\$228,189,682.95	\$201,698,555.45
(+) Payouts	\$351,861.31	\$5,968,536.67	\$3,486,034.64	\$895,918.39	\$18,470,812.50	\$449,744.98
(-) Recoupments	-\$2,142,915.44	-\$3,254,747.61	-\$6,269,978.20	-\$5,243,582.40	-\$5,995,837.43	-\$3,568,083.19
<b>Check Issue</b>	<b>\$102,522,514.45</b>	<b>\$257,729,880.84</b>	<b>\$223,129,091.38</b>	<b>\$190,387,490.29</b>	<b>\$240,664,658.02</b>	<b>\$198,580,217.24</b>
Capitation Payment	\$15,458,556.48	\$1,019,260,670.96	\$574,469,238.10	\$548,904,752.11	\$557,259,963.95	\$546,124,186.21
<b>Total Paid</b>	<b>\$117,981,070.93</b>	<b>\$1,276,990,551.80</b>	<b>\$797,598,329.48</b>	<b>\$739,292,242.40</b>	<b>\$797,924,621.97</b>	<b>\$744,704,403.46</b>

**Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim**

**Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims**

Category	June 2013	July 2013	August 2013	September 2013	October 2013	November 2013
Paid Claims	470,818	411,145	548,289	446,264	456,714	605,447
Denied Claims	236,091	222,098	292,464	235,852	241,770	291,852
<b>Total Adjudicated Claims</b>	<b>706,909</b>	<b>633,243</b>	<b>840,753</b>	<b>682,116</b>	<b>698,484</b>	<b>897,299</b>
Adjustments/Claim Credits	11,932	8,948	13,959	12,363	10,059	13,292
<b>Total Claims</b>	<b>718,841</b>	<b>642,191</b>	<b>854,712</b>	<b>694,479</b>	<b>708,543</b>	<b>910,591</b>
Suspended/Resuspended Claims	11,378	9,246	12,939	11,788	15,296	12,811
<b>% of Denied Claims</b>	<b>33.4%</b>	<b>35.1%</b>	<b>34.8%</b>	<b>34.6%</b>	<b>34.6%</b>	<b>32.5%</b>
<b>Avg \$ per Claim</b>	<b>\$351.44</b>	<b>\$447.39</b>	<b>\$381.59</b>	<b>\$405.57</b>	<b>\$430.47</b>	<b>\$361.62</b>
Claim Payment Amount	\$165,463,145.62	\$183,942,129.35	\$209,224,330.84	180,991,079.99	\$196,601,602.10	\$218,939,387.67
(+) Payouts	\$4,398,666.91	\$5,356,806.56	\$496,177.51	7360754.51	\$1,183,572.44	\$7,360,754.51
(-) Recoupments	-\$3,013,722.72	-\$2,818,257.18	-\$3,383,079.30	-3,956,438.25	-\$2,114,267.87	-\$4,091,631.89
<b>Check Issue</b>	<b>\$166,848,089.81</b>	<b>\$186,480,678.73</b>	<b>\$206,337,429.05</b>	<b>184,395,396.25</b>	<b>\$195,670,906.67</b>	<b>\$222,208,510.29</b>
Capitation Payment	\$285,271,035.14	\$291,922,348.91	\$319,444,967.06	296,300,082.33	\$293,880,283.67	\$298,568,215.45
<b>Total Paid</b>	<b>\$452,119,124.95</b>	<b>\$478,403,027.64</b>	<b>\$525,782,396.11</b>	<b>480,695,478.58</b>	<b>\$489,551,190.34</b>	<b>\$520,776,725.74</b>

**Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim**

**Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims**

## 7.2 Monthly MCO & NEMT Capitations

Begin Date	End Date
11/1/2014	11/30/2014

MCO	Regular Capitations		Reconciliation (Recoup & Payout) Capitations		Totals	
	Count	Amount	Count	Amount	Count	Amount
ANTHEM	53,376	\$30,378,369.19	11,814	\$3,610,933.01	65,190	\$33,989,302.20
COVENTRY	302,388	\$129,682,789.37	43,919	\$4,763,409.81	346,307	\$134,446,199.18
HUMANA	91,450	\$49,290,056.16	18,470	\$2,400,111.63	109,920	\$51,690,167.79
KENTUCKY SPIRIT						
NEMT	1,104,113	\$8,131,989.63	52,115	\$264,837.11	1,156,228	\$8,396,826.74
PASSPORT (Region 3)	216,014	\$113,490,696.75	33,766	\$5,940,109.70	249,780	\$119,430,806.45
WELLCARE	401,674	\$192,793,045.51	55,947	\$5,377,838.34	457,621	\$198,170,883.85
<b>Sum:</b>	<b>2,169,015</b>	<b>\$523,766,946.61</b>	<b>217,167</b>	<b>\$22,357,239.60</b>	<b>2,386,182</b>	<b>\$546,124,186.21</b>

**7.2 Monthly MCO & NEMT Capitations (continued)**

<b>NEMT</b>	<b>Cap Transactions</b>	<b>Amount Paid</b>
L.K.L.P. C.A.C., INC REGION 1	46,695	\$311,599.89
PENNYRILE ALLIED COMSERVICES, INC	52,652	\$313,132.32
AUDUBON AREA COMM SRVC	52,564	\$364,987.88
L.K.L.P. C.A.C., INC REGION 4	61,244	\$434,390.40
LKLP CAC INC REGION 5	90,446	\$911,440.04
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	218,619	\$1,869,741.89
BLUE GRASS COMMUNITY ACTION AGENCY INC	74,321	\$491,933.25
LKLP CAC INC REGION 9	86,205	\$596,687.00
FEDERATED TRANSPORTATION SVS OF THE BLUE	58,372	\$412,545.60
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	63,269	\$398,777.60
RURAL TRANSIT ENTERPRISES	127,240	\$947,102.20
LKLP COMMUNITY ACTION	85,797	\$549,977.04
SANDY VALLEY TRANSPORTATION	60,193	\$398,227.90
LKLP CAC INC REGION 15	59,928	\$302,356.48
LICKING VALLEY COMMUNITY ACTION PROGRAM INC	18,680	\$93,952.00
<b>TOTAL</b>	<b>1,156,228</b>	<b>\$8,396,826.74</b>

### 7.3 FFS Adjudicated Original Claims (By Claim)

Begin Date	End Date
11/1/2014	11/30/2014

Paper Claims	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Paid	9,798	8,471	11,729	8,251	10,914	8,009
Denied	14,917	10,648	15,930	11,654	13,172	11,289
Total	24,715	19,119	27,659	19,905	24,086	19,298
% of Total Adjudicated Claims	3.42%	2.60%	3.02%	2.57%	2.26%	2.25%
% of Paper Denied Claims	60.36%	55.69%	57.59%	58.55%	54.69%	58.50%

**Note: Total Adjudicated Paper Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims.**

Electronic Claims	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Paid	463,361	488,951	607,264	526,459	748,803	601,507
Denied	233,446	228,667	278,341	227,810	294,969	238,093
Total	696,807	717,618	885,605	754,269	1,043,772	839,600
% of Total Adjudicated Claims	96.57%	97.40%	96.97%	97.43%	97.74%	97.75%
% of Electronic Denied Claims	33.50%	31.86%	31.43%	30.20%	28.26%	28.36%

**Note: Total Adjudicated Electronic Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims.**

#### 7.4 Monthly FFS Top Ten Procedure Codes

Begin Date	End Date
11/1/2014	11/30/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
S5108	HOMECARE TRAIN PT 15 MIN	8,860	46,174	\$17,950,796.01
T2016	HABIL RES WAIVER PER DIEM	3,354	30,360	\$16,442,355.75
99199	SPECIAL SERVICE/PROC/REPORT	8,149	12,378	\$7,730,604.44
T1015	CLINIC SERVICE	66,746	91,397	\$7,003,464.28
T2021	DAY HABIL WAIVER PER 15 MIN	4,774	33,710	\$5,478,001.35
T2022	CASE MANAGEMENT, PER MONTH	13,211	16,679	\$4,523,921.01
T2023	TARGETED CASE MGMT PER MONTH	9,063	10,606	\$3,104,804.20
S5100	ADULT DAYCARE SERVICES 15MIN	2,965	22,112	\$3,047,325.25
H0004	ALCOHOL AND/OR DRUG SERVICES	3,285	9,264	\$3,031,954.64
97535	SELF CARE MNGMENT TRAINING	1,915	7,322	\$2,068,401.67

#### 7.5 Monthly FFS Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
317	MILD INTELLECT DISABILTY	4,806	33,550	\$13,022,169.03
3180	MOD INTELLECT DISABILITY	3,044	22,041	\$7,514,747.98
3128	OTHER CONDUCT DISTURBANCE	3,974	4,270	\$7,321,476.52
3182	PROFND INTELLCT DISABLTY	588	2,326	\$6,959,860.90
3310	ALZHEIMER'S DISEASE	1,630	2,679	\$5,271,085.34
3181	SEV INTELLECT DISABILITY	839	5,023	\$4,989,675.34
29900	AUTISTIC DISORD-CURRENT	2,432	15,769	\$4,732,335.21
318	OTHER MENTAL RETARDATION	2,514	12,081	\$4,265,888.53
496	CHR AIRWAY OBSTRUCT NEC	5,468	10,069	\$3,546,103.28
V5789	REHABILITATION PROC NEC	1,045	1,508	\$3,389,960.81



## 7.6 Monthly MCO Top Ten Procedure Codes

Begin Date	End Date
11/1/2014	11/30/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
99213	OFFICE/OUTPATIENT VISIT EST	182,469	247,017	\$9,901,136.38
99284	EMERGENCY DEPT VISIT	44,978	55,740	\$8,594,630.66
99283	EMERGENCY DEPT VISIT	62,991	80,644	\$7,523,497.38
99214	OFFICE/OUTPATIENT VISIT EST	67,514	81,627	\$4,978,878.39
99285	EMERGENCY DEPT VISIT	21,197	25,748	\$4,794,444.56
90837	PSYTX PT&FAMILY 60 MINUTES	13,268	23,608	\$2,838,012.64
74177	CT ABD & PELV W/CONTRAST	5,607	6,863	\$2,344,190.74
74176	CT ABD & PELVIS W/O CONTRAST	5,909	7,251	\$2,280,952.57
T2048	BH LTC RES R&B, PER DIEM	180	625	\$2,254,207.40
90832	PSYTX PT&FAMILY 30 MINUTES	14,832	25,672	\$2,125,694.26

**Note:** Data taken from encounters received from the Managed Care Organizations

## 7.7 Monthly MCO Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
V3000	SINGLE LB IN-HOSP W/O CS	2,409	3,358	\$4,096,242.82
0389	SEPTICEMIA NOS	562	933	\$3,587,045.35
78650	CHEST PAIN NOS	12,928	19,431	\$3,472,817.17
V5811	ANTINEOPLASTIC CHEMO ENC	703	1,381	\$3,392,050.19
31401	ATTN DEFICIT W HYPERACT	14,144	32,653	\$3,234,387.61
V202	ROUTIN CHILD HEALTH EXAM	28,505	30,970	\$2,749,906.70
V3001	SINGLE LB IN-HOSP W CS	1,182	1,656	\$2,702,042.90
78900	ABDMNAL PAIN UNSPCF SITE	12,972	17,214	\$2,568,734.66
29690	EPISODIC MOOD DISORD NOS	5,374	12,903	\$2,264,608.18
7242	LUMBAGO	15,999	22,863	\$2,186,619.03

**Note:** Data taken from encounters received from the Managed Care Organizations

## 7.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

Error	Description	Number of Denials	% of Top Ten
1010	Rendering Provider Not A Mem Of Billing Grp	23,482	18.8%
4021	No Coverage for Billed Procedure	17,336	13.9%
2017	Services Covered Under Member's MCO Plan	16,304	13.0%
1036	Rendering Prov Type/Claim Type Invalid	13,252	10.6%
1955	Cannot Determine Medicaid Nbr Billing Prov	10,601	8.5%
1032	Billing Provider Not Eligible to Bill this Clm Type	9,674	7.7%
1908	NPI Only Submitted on Claim – Not on File	8,922	7.1%
3317	This Service Was Not Approved by Medicare	8,905	7.1%
4804	No Contract for Billed Rev Code	8,769	7.0%
5001	Exact Duplicate	7,795	6.2%
<b>Totals</b>		<b>125,040</b>	<b>62.1%</b>

Total Denied Details – 201,424

Note: Total # of top ten denials (125,040) divided by total denied details (204,424) = % of top ten denials (62.1%).

## 7.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

Error	Description	Number of Failures	% of Top Ten
2001	Member ID Number not on File Recycle	4,683	39.3%
4405	Unable to Assign Provider Contract	3,121	26.2%
3305	Member Requires Valid PT Liability for DOS	1,484	12.4%
3001	PA Not Found on Database	602	5.1%
5001	Exact Duplicate	491	4.1%
1010	Rendering Provider not a Member of Billing Group	406	3.4%
1046	Facility Provider is not Eligible	314	2.6%
2505	Member Covered by Private Insurance	311	2.6%
1047	Billing Provider is Not Eligible	261	2.2%
4014	No Pricing Segment on File	258	2.2%
<b>Totals</b>		<b>11,931</b>	<b>81.5%</b>

Total Suspended Details – 14,647

Note: Total # of top ten failures (11,931) divided by total suspended details (14,647) = % of top ten suspense (81.5%).

**7.10 FFS Suspended Original Claims by Age (By Claim)**

Category	June 2014		July 2014		August 2014		September 2014		October 2014		November 2014	
	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.
0-30 days	12,834	9,421	6,142	7,046	2,762	8,639	4,621	9,123	5,351	92.34	9,252	95.43
31-60 days	179	131	1,747	2,004	46	144	44	87	41	71	71	.73
61-90 days	147	108	525	602	40	125	38	75	32	55	31	.32
91+ days	463	340	303	348	349	10.92	362	715	371	640	341	3.52
<b>Total</b>	<b>13,623</b>		<b>8,717</b>		<b>3,197</b>		<b>5,065</b>		<b>5,795</b>		<b>9,695</b>	

**7.11 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)**

Category	June 2014	Jul 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Oldest Julian Date
Resolutions	119	1,636	87	107	91	107	14-078
Med.Review	0	0	5	0	0	18	14-280
TPL	66	1	0	0	0	3	14-300
Adjustments	0	0	0	0	0	0	0
Recycle	1	0	0	0	0	0	0
DMS	806	938	348	343	353	315	12-184
<b>Total</b>	<b>992</b>	<b>2,575</b>	<b>440</b>	<b>450</b>	<b>444</b>	<b>443</b>	

## 8 Monthly Third-Party Liability

### 8.1 FFS Third-Party Liability Monthly Activity

Third Party Liability	Begin Inv	Received	Worked	To DMS	Ending Inventory	Oldest Date
PA40-Kames/Eligibles with Other Ins.	1,572	4,625	4,598	0	1,599	8 days
CS40-Child Support	0	768	768	0	0	0 days
SSI-Local Offices	0	0	0	0	0	0 days
TPL Edits	355	1,428	1,395	0	388	10 days
Accident/Trauma Leads	0	0	0	0	0	0 days
DMS Attorney	0	0	0	0	0	0 days
RUSH Attorney	0	0	0	0	0	0 days
HP Attorney	2	186	166	0	22	0 days
TPL Checks	15	142	122	0	35	0 days
TPL Mail	1,020	3,493	3,483	0	1,030	9 days
KHIPP	0	334	334	0	0	0 days
Total	2,964	10,976	10,866	0	3,074	

## 9 Monthly Finance/Adjustments

### 9.1 Monthly FFS Financial – Accounts Receivable

Category	Beginning Inventory	Received	Keyed	Return to Provider	To DMS	On Hold	Ending Inventory	Age Oldest AR
Accounts Receivable Set-up	28	116	120	0	0	0	24	1 day
Payouts	0	887	887	0	0	0	0	0 days
Accounts Receivable Updates	9	28,672	28,681	0	0	0	0	0 days
Accounts Receivable Transfers	0	0	0	0	0	0	0	0 days
<b>Total</b>	37	29,675	29,688	0	0	0	24	

### 9.2 Monthly FFS Financial - Checks

Category	Beginning	Received	Completed	Ending	Age Oldest Check
Provider Warrant	9	1	0	10	1 day
HP Financial	222	383	383	222	4 days
DMS Financial	51	180	184	47	8 days
<b>Total</b>	282	564	567	279	

### 9.3 Monthly FFS Financial – Adjustments

Category	Beginning Inventory	Received	Completed	Returns	Ending Inventory	Age Oldest Adj
Professional	19	49	57	11	0	0 days
Institutional	21	75	82	14	0	0 days
Voids	0	280	221	59	0	0 days
<b>Total</b>	40	404	360	84	0	

**9.4 Monthly FFS Financial - Mass Adjustments**

Category	Beginning Inventory	Received (plus)	Released (minus)	Deleted (minus)	Zero Claims Pulled (minus)	Ending Inventory	On Hold	DMS Review
Mass Adjustment (region 52)	123	59	28	0	4	150	150	0
SE Processed Adjustment (region 58)	0	0	0	0	0	0	0	0
<b>Total</b>	123	59	28	0	4	150	150	0

## **10 Provider Relations**

### **10.1 Provider Field Representatives**

#### **10.1.1 Provider Visits**

There were no Provider Visits in November 2014.

### **10.2 Conference Calls (Calls Greater Than 30 Minutes)**

#### November 5, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Norton Hospital on November 5, 2014. The provider requested a conference call to review a spreadsheet sent by email. During the conference the provider learned what differences were used in her payment calculations in regards to the methodology used by KY Medicaid. Those who attended the conference call were: Karen Shepard

#### November 14, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Friendship Health and Rehab on November 14, 2014. The conference call was conducted to discuss claim recoupments, refunds, rebills and updating prior authorizations to new provider number. Those who attended the conference call were: Bridgett.

#### November 26, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Michael Burns, LPCC on November 26, 2014. The conference call was conducted to discuss claim requirements and where to find the Provider Billing Instructions for a new provider. Also discussed how to change the KyHealth Net password every thirty days and how to verify member eligibility. Those who attended the conference call were: Michael.

### **10.3 Association Meetings**

There were no Association meetings in November 2014.

#### 10.4 Provider Contacts

Provider Calls	191
Provider E-mails	288
<b>Total</b>	<b>479</b>

**Total number of calls and e-mails between Provider Field Representatives and Providers during the month.**

#### 10.5 Provider Workshops

There were no Provider Workshops in November 2014.



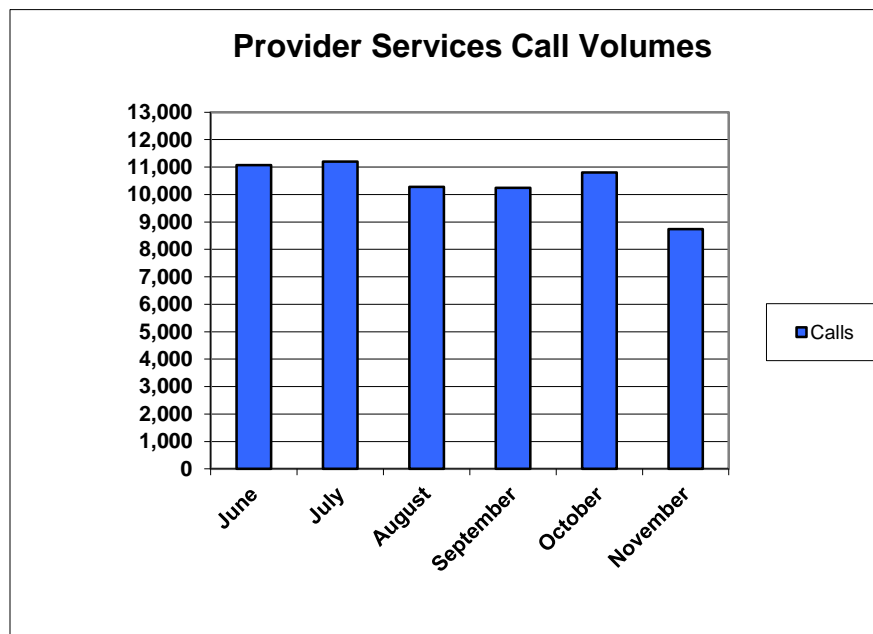
## 10.6 Provider Services

### 10.6.1 Provider Services

Category	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
% Service Level	95%	95%	95%	94%	96%	95%
Abandoned Calls	517	586	533	588	418	418
Avg Speed Ans	1:28	1:31	1:25	1:36	1:10	1:34
Incoming Calls	11,066	11,195	10,279	10,239	10,807	8,736
Paper Correspondence	476	411	433	422	397	507
E-Mail Correspondence	203	221	213	222	336	179
Fax	29	31	13	17	9	2
<b>Total*</b>	11,774	11,858	10,938	10,900	11,549	9,424
HP Callbacks	131	127	131	138	88	84

\*Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes

Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.



**10.6.2** Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

**10.6.3** Notable Topics

1. Reason for claim denial or suspended. How to get the MCO to void the claim in order for Medicaid to process the claim?
2. Which MCO the member has and MAP 552 questions? Also calls from members wanting to know if they are eligible for Medicaid, which MCO are they enrolled with and how to change the MCO.
3. Timely filing – CMS 1500 Crossover EOMB Form (is this form completed if Medicare pays or if Medicare denies).
4. What is the PA number and how do I correct the overlapping dates?
5. Questions about the Attestation or enhanced checks and questions about payouts and recoupments.

## Commonwealth Training

### 10.6.4 Current Activities

The following instructor-led training classes were offered by HP in November 2014:

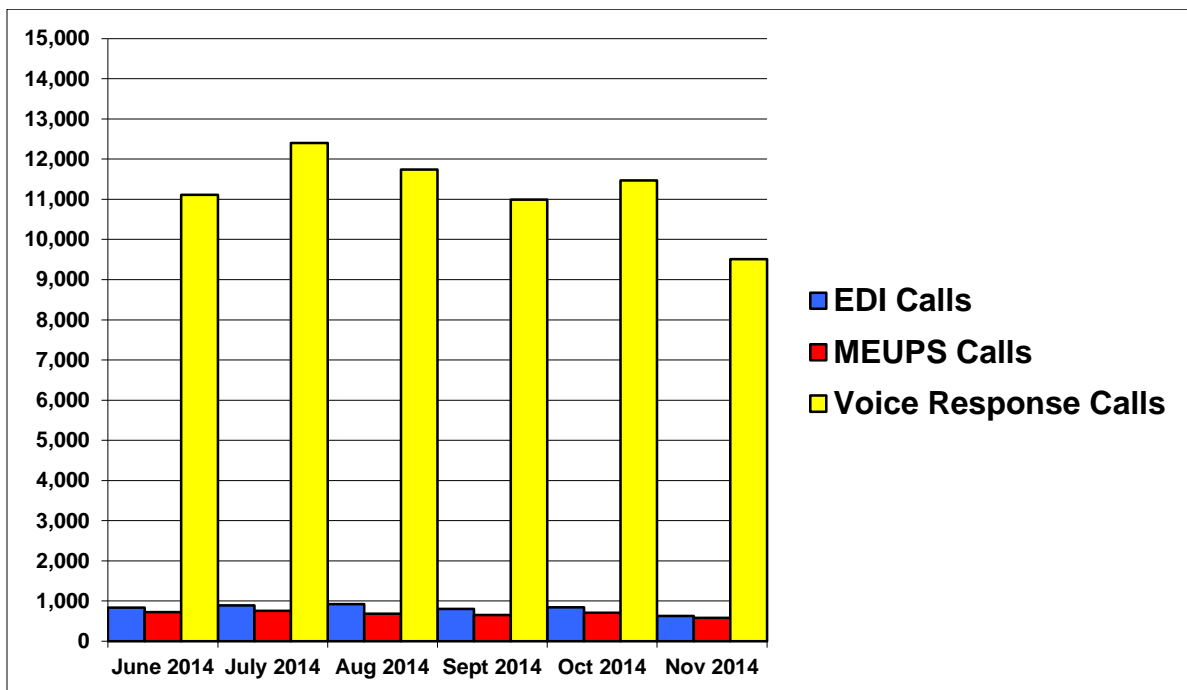
- Mechanics of Claims Processing (November 3) 2 attended
  - John Hamlet, Office of Medicaid Fraud and Abuse
  - Daniel Gumm, Office of Medicaid Fraud and Abuse
- Member Subsystem (November 5) 3 attended
  - Leslie Yagel, Division of Program Quality & Outcomes
  - Tina Coffman, Division of Fiscal Management
  - Kevin McAfee, Division of Program Quality & Outcomes
- Provider Subsystem (November 6) 0 attended
  - NO ONE SCHEDULED FOR THIS CLASS - NO CLASS HELD
- Prior Authorization Subsystem (November 6) 1 attended
  - Rissie Griffin-Wolff, Kentucky Transitions/MFP
- Reference Subsystem (November 10) 1 attended
  - Kevin McAfee, Division of Community Alternatives
- Claim Edits, Audits and Rules (November 10) 1 attended
  - Kevin McAfee, Division of Community Alternatives
- Claims Subsystem (November 12) 1 attended
  - Kevin McAfee, Division of Community Alternatives
- Financial Subsystem (November 17) 1 attended
  - Wesley Penn, Division of Fiscal Management - Financial Management Branch
- OnBase Application (November 18) 0 attended
  - RESCHEDULED FOR DECEMBER 9
- DMS In Depth Member Class (November 20) 2 attended
  - Kevin McAfee, Division of Community Alternatives
  - Nicholas Day, Kevin McAfee, Division of Community Alternatives

Staff members' supervisors are sent a confirmation of attendance via email.

## 11 EDI Customer/Provider Interaction

### 11.1 Electronic Data Interchange Calls Received

Category	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
EDI Calls	834	894	923	800	842	630
MEUPS Calls	722	752	687	652	705	580
Voice Response Calls	11,112	12,401	11,743	10,991	11,466	9,510



### Expanded Call Data

Month	EDI Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
June	834	13	:19	3:05	98%
July	894	19	:17	3:06	98%
August	923	27	:17	2:56	97%
September	800	8	:14	3:05	99%
October	842	19	:10	2:57	98%
November	630	9	:12	3:01	99%

**Expanded Call Data (continued)**

Month	MEUPS Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
June	722	26	:26	2:11	96%
July	752	25	:18	2:15	97%
August	687	11	:14	2:08	98%
September	652	12	:15	2:16	98%
October	705	9	:07	2:09	99%
November	580	15	:17	2:15	97%

Month	Voice Response Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
June	11,112	347	:01	1:32	97%
July	12,401	167	:01	1:31	99%
August	11,743	432	:01	1:32	96%
September	10,991	557	:01	1:32	95%
October	11,466	607	:01	1:32	95%
November	9,510	460	:01	1:32	95%

\*Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.

**EDI Top 5 calls:**

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

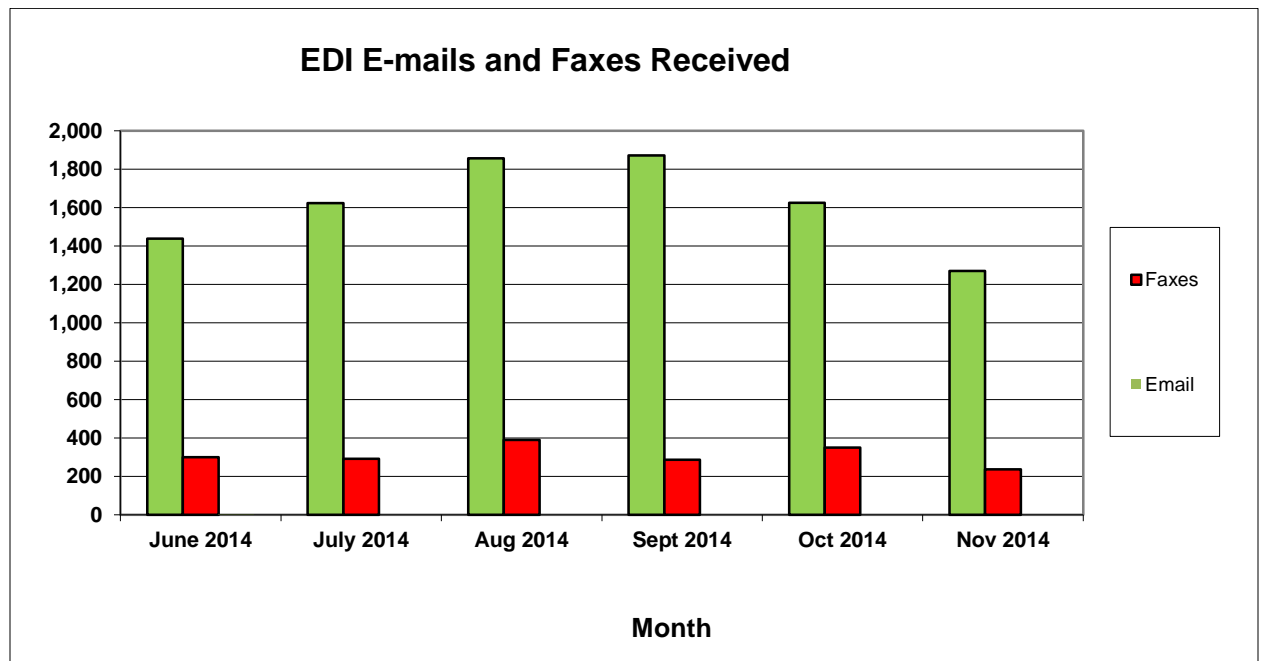
**MEUPS Top 5 calls:**

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

Category	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov2014
Password Resets Received Via phone	484	580	463	439	485	445

## 11.2 EDI E-mails and Faxes Received

Category	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
<b>E-mails Received</b>	1,438	1,623	1,857	1,872	1,625	1,270
<b>E-mails Answered</b>	1,436	1,623	1,857	1,867	1,621	1,267
<b>Faxes Received</b>	300	292	389	287	350	237
<b>Faxes Answered</b>	289	288	385	284	346	231



**EDI Top 5 E-mail Requests:**

1. Password resets (*see table below*)
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

Category	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
<b>Password Resets Received Via e-mail</b>	389	387	409	383	380	314

**EDI Top 5 Fax Requests:**

1. PIN release forms\* (*see table below*)
2. Change of Administrator forms\* (*see table below*)
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

Category	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
<b>PINs Received via fax</b>	231	101	132	127	152	273
<b>Admins Received via fax</b>	234	183	220	127	304	191

\*All PIN release and Change of Administrator responses are outbound via e-mail only.